
Interpreter Scheduling Consolidation Program

What is the Interpreter Scheduling Consolidation Program?

This new consolidation program helps standardize the court interpreter scheduling process statewide.

Why is it important to standardize these processes?

To ensure equal access to justice, Minnesota is responsible for providing a qualified interpreter for all court events involving individuals who do not speak English or are hard of hearing. Historically, court administration staff scheduled interpreters for hearings. The processes and compliance with policies has therefore varied from district to district.

When does the program take effect?

The go-live date is October 2, 2017.

How does this new program work?

A team of specialists schedule interpreters for all court events requiring interpretation. Each court location has an assigned interpreter scheduling specialist, and staff in each district or county are no longer schedule interpreters. There are seven full-time specialists:

- One in the First District
- One in the Second District
- One specialist covering both the Third and Fifth Districts
- Two and a half schedulers for the Fourth District
- One for the Sixth, Seventh, Eighth, and Ninth Districts
- One part-time specialist for the Tenth District

Additional backup interpreter scheduling specialists will be added to the program as needed.

What are the responsibilities of the interpreter scheduling specialist team?

The interpreter scheduling specialist team is responsible for:

- Scheduling interpreter events
- Communicating with interpreters and agencies about assignments
- Documenting scheduling requests in a shared Outlook calendar
- Providing case information to interpreters
- Overseeing documentation related to interpreting assignments
- Enforcing invoicing and payment policies
- Working collaboratively with all court staff and personnel
- Reviewing MNCIS Reports

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What if the interpreter scheduling specialist for a particular region is unavailable?

Each district is responsible for creating a backup coverage plan. All interpreter scheduling specialists are available to assist backup staff as needed.

How do court staff work together with scheduling specialists?

Court staff use MNCIS events to make interpreter-related requests. They also continue to manage interpreter sign-in and sign-out sheets for invoicing.

Schedulers receive the requests set by court staff through MNCIS reports and add interpreter details and confirmations in MNCIS.

For more information, see [Court Administration Process 130.20](#) and relevant Quick Reference Guides and workflows on [eCourtMN University](#).

What resources are available?

Several resources for both interpreter scheduling specialists and court staff are available, including [Court Administration Process 130.20](#), program information, and training materials, on the [Court Interpreter Program](#) CourtNet page and the Court Interpreter & Psychological Services category on [eCourtMN University](#).

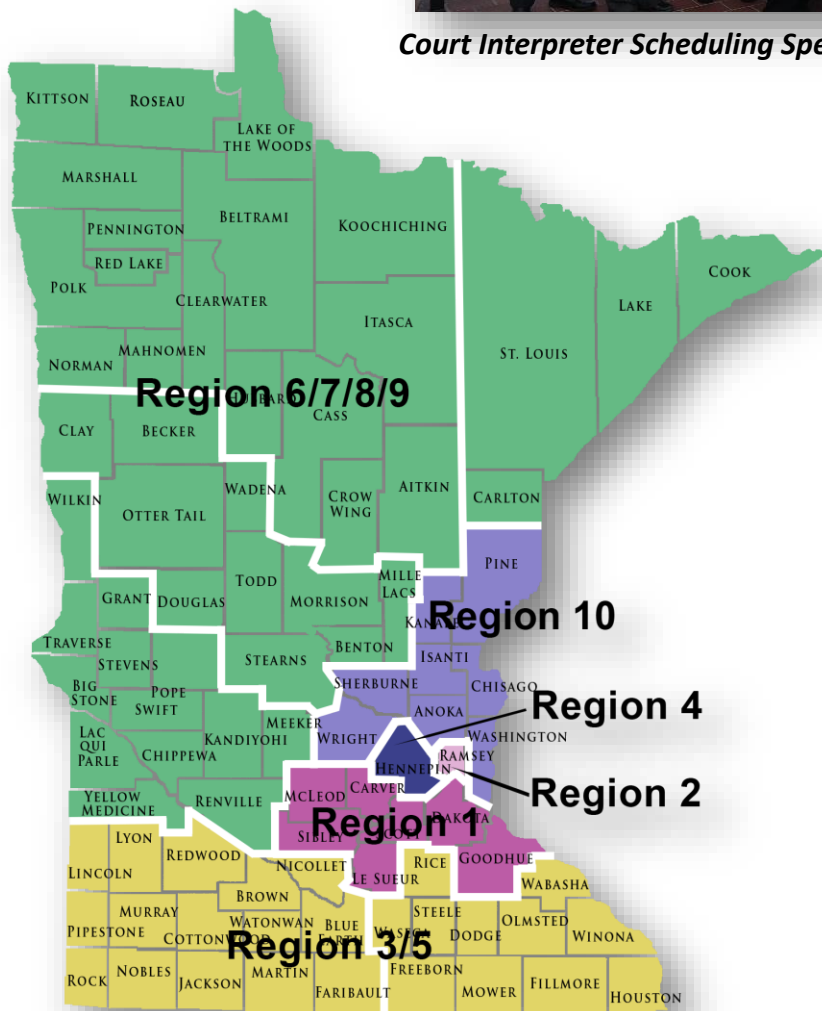
Who can answer questions?

Statewide Court Interpreter and Language Access Program Coordinator [Polly Ryan](#) can help with questions.

Minnesota Court Interpreter Consolidated Scheduling



Court Interpreter Scheduling Specialists



CENTRALIZED SCHEDULING SYSTEM FOR NEW MEXICO

History

- **Unified Court System.** Centralized management and funding goes through the Language Access Services Office
- **Division of Regions and Centralized scheduling decision**
- **Issue RFP (sample available)**
- **Reasons for RFP:**
 - **Accountability**
 - **Improved Fairness in Job Allocation**
 - **Matching Skills and ability to jobs**
 - **Reduction in Double billing, travel time and mileage**

- **What we were looking for:**

Period of free testing

What our system looks like

What system does

How the system works

Payment process

***Challenges**

- **Courts**
 - **Interpreters**
- **Lessons Learned**
 - **Resources**

System- Main Page:


- **Jobs Pending**
- **Jobs that need attention**

HOME SCHEDULES ▾ MANAGE JOBS ▾ MANAGE ENTITIES ▾ PRIVILEGED OPERATIONS ▾ BILLING ▾ REPORTS ▾ MANAGE LOGINS SYSTEM SETUP ▾

72 HOUR NOTICE

- Job 524812 • 11th Magistrate County: San Juan, City: Aztec 3/14
- Job 519313 • 13th Judicial Sandoval District 3/14
- Job 524029 • 13th Judicial Belen Magistrate Court 3/16

*JOBS MARKED ATTENTION



NOT YET QUERIED

- Job 524812 • 11th Magistrate County: San Juan, City: Aztec 3/14
- Job 524029 • 13th Judicial Belen Magistrate Court 3/16
- Job 525101 • 11th Judicial District County: McKinley, City: Gallup 3/19
- Job 514214 • 11th Magistrate County: San Juan, City: Aztec 3/19
- Job 525102 • 11th Judicial District County: McKinley, City: Gallup 3/20
- Job 529207 • 11th Magistrate County: San Juan, City: Farmington 3/20

[Show All](#)

*SESSIONS MARKED ATTENTION

- Job 300122 • 13th Judicial Bernalillo Magistrate Court 10/28
- Job 302332 • 11th Magistrate County: San Juan, City: Aztec 12/22
- Job 304548 • 13th Judicial Belen Magistrate Court 12/23
- Job 302510 • 13th Judicial Belen Magistrate Court 12/31
- Job 307387 • 11th Magistrate County: San Juan, City: Aztec 2/23
- Job 311894 • 13th Judicial Bernalillo Magistrate Court 2/24

Entering a job:

HOME SCHEDULES ▾ MANAGE JOBS ▾ MANAGE ENTITIES ▾ PRIVILEGED OPERATIONS ▾ BILLING ▾ REPORTS ▾ MANAGE LOGINS SYSTEM SETUP ▾

CREATE JOB EDIT HOLIDAY/EXCLUSION DATES

11th Judicial District County: McKinley, City: Gallup (11870) Region:NMAOC- Central NM

Service Type * <input type="text" value="General"/>	Requester Name <input type="text"/>	Case Number <input type="text"/>
Job Category * <input type="text" value="General"/>	Requester Phone <input type="text" value="505-863-6816"/>	Situation <input type="text" value="Gallup District Court."/>
Gender Preference <input type="text" value="No Preference"/>	Requester Email <input type="text" value="galdvab@nmcourts.gov; galdgm"/>	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
<input type="checkbox"/> Hide From Client		

ADD SINGLE DATE ADD PATTERN DATE

Date* Start Time* End Time* CB Time # Notes

ADD 3 MORE CANCEL INITIATE JOB

HOME SCHEDULES ▾ MANAGE JOBS ▾ MANAGE ENTITIES ▾ PRIVILEGED OPERATIONS ▾ BILLING ▾ REPORTS ▾ MANAGE LOGINS SYSTEM SETUP ▾

CREATE JOB EDIT HOLIDAY/EXCLUSION DATES

11th Judicial District County: McKinley, City: Gallup (11870) Region:NMAOC- Central NM

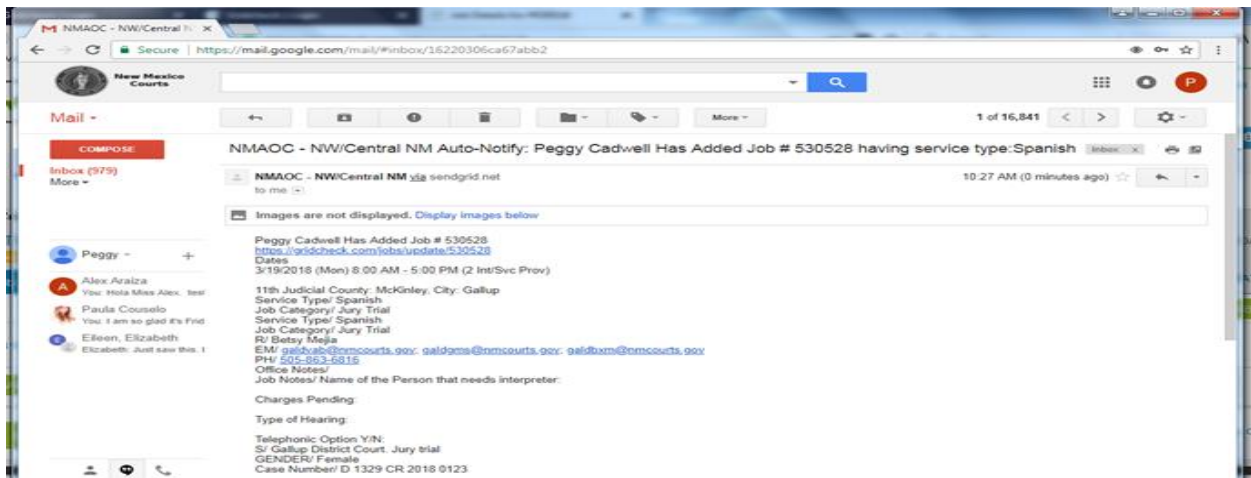
Service Type * <input type="text" value="Spanish"/>	Requester Name <input type="text" value="Betsy Mejia"/>	Case Number <input type="text" value="D 1329 CR 2018 0123"/>
Job Category * <input type="text" value="Jury Trial"/>	Requester Phone <input type="text" value="505-863-6816"/>	Situation <input type="text" value="Gallup District Court. Jury trial"/>
Gender Preference <input type="text" value="Female"/>	Requester Email <input type="text" value="galdvab@nmcourts.gov; galdgm"/>	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
<input type="checkbox"/> Hide From Client		

ADD SINGLE DATE ADD PATTERN DATE

Date* Start Time* End Time* CB Time # Notes

ADD 3 MORE CANCEL INITIATE JOB

E-mail that indicates that the job has been entered:



Selection Grid: * Interpreters who are available * Distance between the jobs * Certification

3/19/2018 Mon 8:00 AM - 5:00 PM Not Yet Assigned (0/2) Delete

Interpreter	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	Job
Unassigned															Job 530528
Unassigned															Job 530528
Unassigned (1)															Job 514214
Unassigned (1)															Job 525101
Araiza, Maria Alejandra (180)															Certified (n/a)
Bravo, Maria (351)															Certified (Certified Court Interpreter)
Cadwell, Peggy (24)															Certified (n/a)
Caldwell, Sandra (185)															Certified (n/a)
Candelaria, Christina (23)															Certified (n/a)
Cardena, Amelia (10)															Certified (Certified Interpreter)
Chaparro, Susana (173)															Certified (n/a)
Delgado-Ray, Catalina (204)															Certified (Certified Court Interpreter)
Diem, Delfina (107)															Certified (Certified)
Dorantes, Leo (204)															Certified (n/a)
Felton, Robert (152)															Certified (n/a)
Flores, Abel (20)															Certified (n/a)
Font, Josefina (204)															Certified (n/a)
Galindo-Romo, Olga (204)															Certified (NM Certified)
Galvan, Marie (23)															Certified (n/a)
Garcia, Manuel (20)															Certified (n/a)

Grid shows interpreter's location at the time

3/19/2018 Mon 8:00 AM - 5:00 PM Not Yet Assigned (0/2) Delete

Interpreter	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	Job
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Diem, Delfina (107)															Certified (Certified)
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Felton, Robert (152)															Certified (n/a)
Flores, Abel (20)															Certified (n/a)
Font, Josefina (204)															Certified (n/a)
Galindo-Romo, Olga (204)															Certified (NM Certified)
Galvan, Marie (23)															Certified (n/a)
Garcia, Manuel (20)															Certified (n/a)

8:15 AM - 4:00 PM Not Available.
Interpreter Assigned To a Session
Job# 529471 (542874624)
8:15 AM - 4:00 PM - Assigned -
Session Added: 3/8/2018 10:35 AM
Customer: ThirdJD County: Dona Ana, City: Las Cruces

Shows nearby Interpreter (in red)

Name	Location	Status
Araiza, Maria Alejandra (180)		Certified (n/a)
Bravo, Maria (351)		Certified (Certified Court Interpreter)
Cadwell, Peggy (24)		Certified (n/a)
Caldwell, Sandra (183)		Certified (n/a)
Candelaria, Christina (23)		Certified (n/a)
Cardena, Amelia (10)		Certified (Certified Interpreter)
Chaparro, Susana (173)		Certified (n/a)
Delgado-Ray, Catalina (204)		Certified (Certified Court Interpreter)
Diem, Delfina (107)		Certified (Certified)
Dorantes, Leo (204)		Certified (n/a)
Felton, Robert (152)		Certified (n/a)
Flores, Abel (20)		Certified (n/a)
Font, Josefina (204)		Certified (n/a)
Galindo-Romo, Olga (204)		Certified (NM Certified)
Galvan, Marie (23)		Certified (n/a)
Garcia, Manuel (20)	2 13th Jul	Certified (n/a)
Giron, Magdalena (185)		Certified (n/a)
Gomez, Ramon (25)		Certified (n/a)
Gutierrez, Dinorah (23)		Certified (n/a)
Guzman-Quigg, Thelma (204)		Certified (n/a)
Hernandez, Armida (152)		Certified (n/a)
Hickey, Carolina (204)		Certified (Federal/ Certified)
Hinojosa-Lopez, Nohemi (18)		Certified (n/a)
Holguin, Raul (184)		Certified (n/a)
Hutshell, Philip (152)		Certified (n/a)

2:00 PM - 3:00 PM
Job 530416
Job Site Name: Sandoval District Court
Job Situation: Sandoval District Court, Pretrial Hearing with Judge McDonald
Court: 13th Judicial Sandoval District
NES Party:

Check marks show Interpreters being queried for the job:

Name	Location	Status	Query
Araiza, Maria Alejandra (180)		Certified (n/a)	<input checked="" type="checkbox"/>
Bravo, Maria (351)		Certified (Certified Court Interpreter)	<input checked="" type="checkbox"/>
Cadwell, Peggy (24)		Certified (n/a)	<input checked="" type="checkbox"/>
Caldwell, Sandra (183)		Certified (n/a)	<input checked="" type="checkbox"/>
Candelaria, Christina (23)		Certified (n/a)	<input checked="" type="checkbox"/>
Cardena, Amelia (10)		Certified (Certified Interpreter)	<input checked="" type="checkbox"/>
Chaparro, Susana (173)		Certified (n/a)	<input checked="" type="checkbox"/>
Delgado-Ray, Catalina (204)		Certified (Certified Court Interpreter)	<input checked="" type="checkbox"/>
Diem, Delfina (107)		Certified (Certified)	<input checked="" type="checkbox"/>
Dorantes, Leo (204)		Certified (n/a)	<input checked="" type="checkbox"/>
Felton, Robert (152)		Certified (n/a)	<input checked="" type="checkbox"/>
Flores, Abel (20)		Certified (n/a)	<input checked="" type="checkbox"/>
Font, Josefina (204)		Certified (n/a)	<input checked="" type="checkbox"/>
Galindo-Romo, Olga (204)		Certified (NM Certified)	<input checked="" type="checkbox"/>
Galvan, Marie (23)		Certified (n/a)	<input checked="" type="checkbox"/>
Garcia, Manuel (20)	2 13th Jul	Certified (n/a)	<input checked="" type="checkbox"/>
Giron, Magdalena (185)		Certified (n/a)	<input checked="" type="checkbox"/>
Gomez, Ramon (25)		Certified (n/a)	<input checked="" type="checkbox"/>
Gutierrez, Dinorah (23)		Certified (n/a)	<input checked="" type="checkbox"/>
Guzman-Quigg, Thelma (204)		Certified (n/a)	<input checked="" type="checkbox"/>
Hernandez, Armida (152)		Certified (n/a)	<input checked="" type="checkbox"/>
Hickey, Carolina (204)		Certified (Federal/ Certified)	<input checked="" type="checkbox"/>
Hinojosa-Lopez, Nohemi (18)		Certified (n/a)	<input checked="" type="checkbox"/>
Holguin, Raul (184)		Certified (n/a)	<input checked="" type="checkbox"/>
Hutshell, Philip (152)		Certified (n/a)	<input checked="" type="checkbox"/>

Query Page:

Send Query Mail (Style A) (Style B) (Style C) (Style D) (Style E) (Ongoing A) (Ongoing B) (Ongoing C)

From: NMAOC - NW/Central
Email: aocpx@nmcourts.gov

To: Alejandra Maria Araiz
Email: alejandra@zianet.com

To: Maria Bravo
Email: foreignlocals5280@gmail.o

To: Peggy Cadwell
Email: oopseedaisies@aol.com

To: Christina Candelaria
Email: cgcandela@me.com

To: Catalina Delgado-Ray
Email: catalinadelgado@hotmail.c

To: Delfina Diem
Email: delfnadiem@gmail.com

To: Robert Felton
Email: feltonrobertw@gmail.com

To: Josefina Font
Email: bilingual.interpreter@yaho

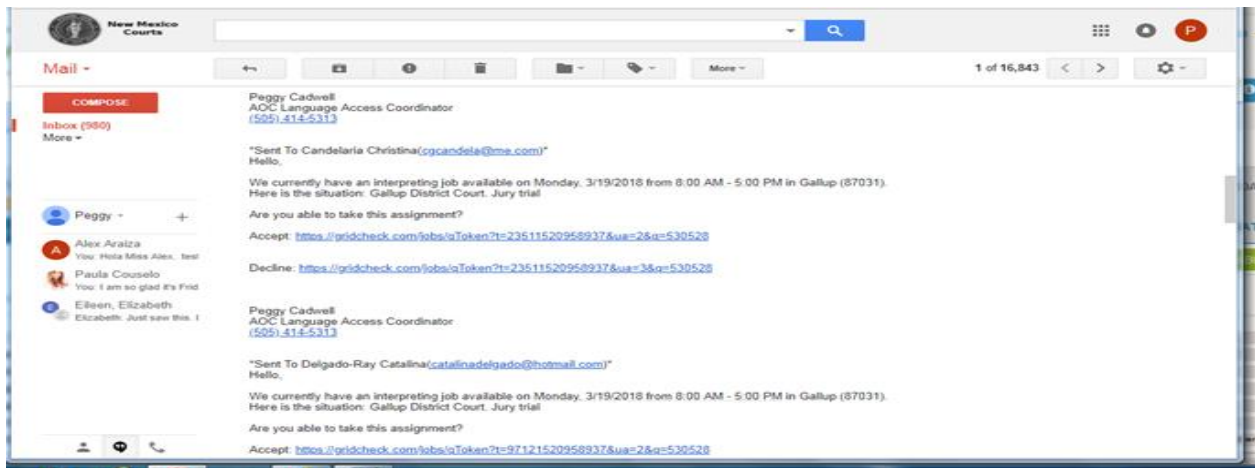
To: Email 12

Subject: Avail? Mon, 3/19/2018 Job #530528 (s#2876912)

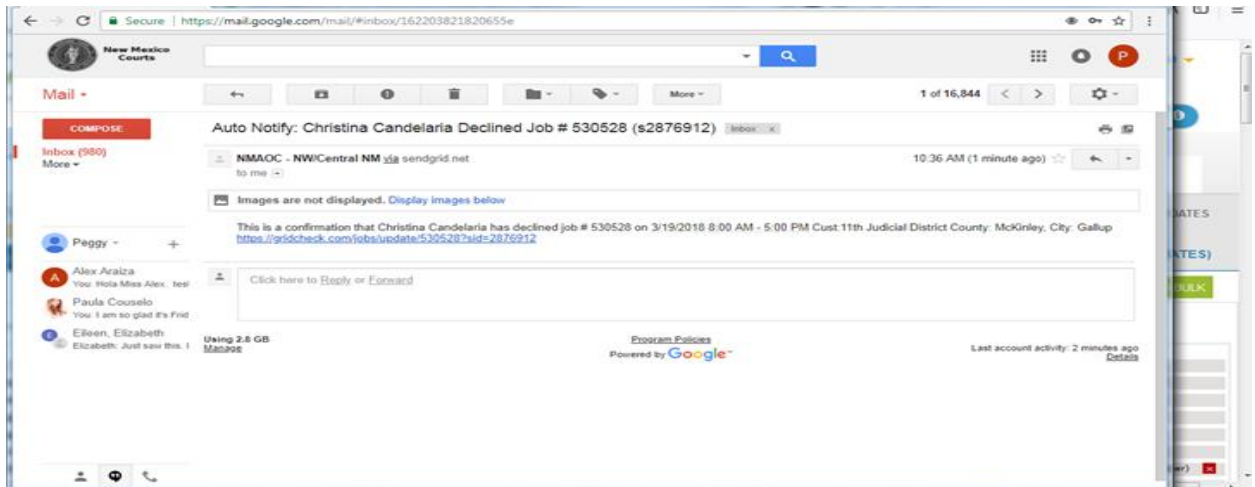
Body: Hello, We currently have an interpreting job available on Monday, 3/19/2018 from 8:00 AM - 5:00 PM in Gallup (87031). Here is the situation: Gallup District Court. Jury trial. Are you able to take this assignment? Accept: <yeslink>

Browse... No file selected.
Send Email Now Cancel

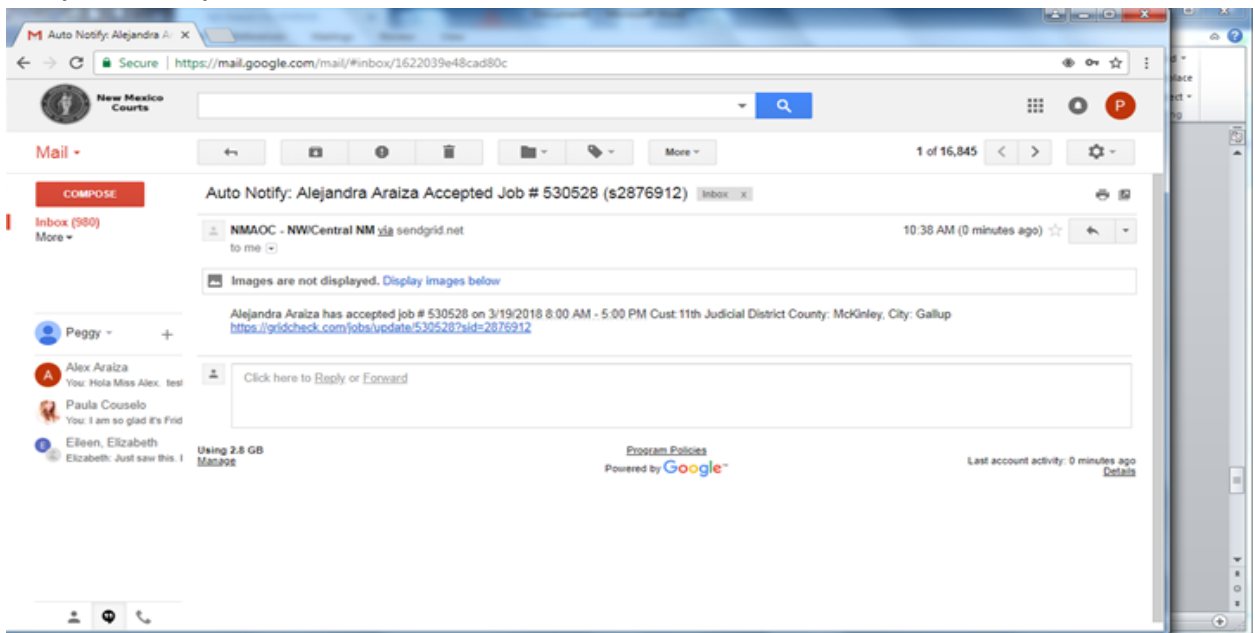
E-mail sent with query to available interpreters:



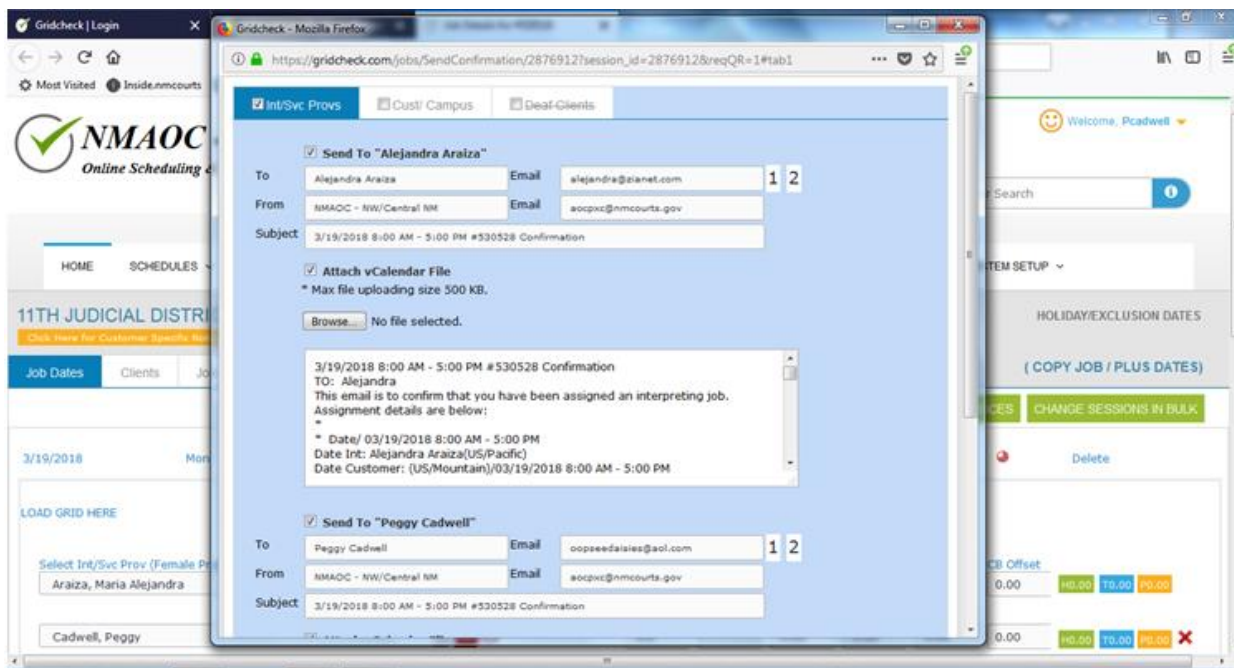
Interpreter Declines Job:



Interpreter Accepts Job:



E-mail confirmation sent to the interpreters and the court (requesters):

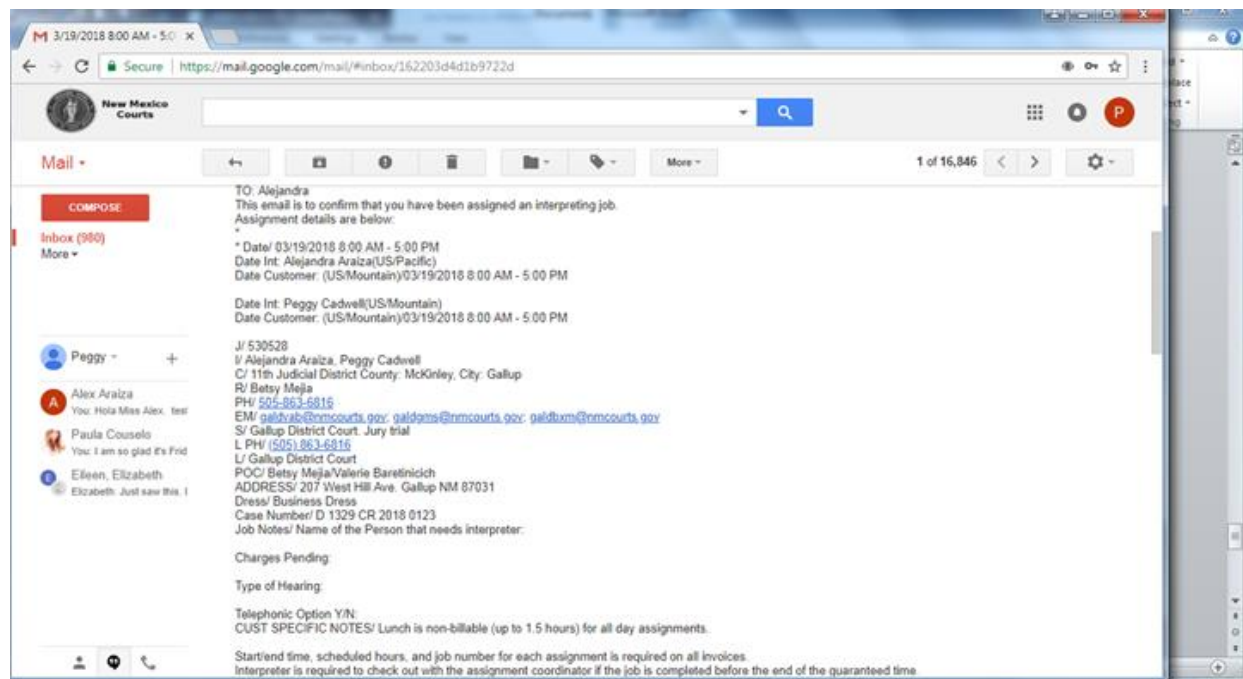


E-mail with information for the interpreter:

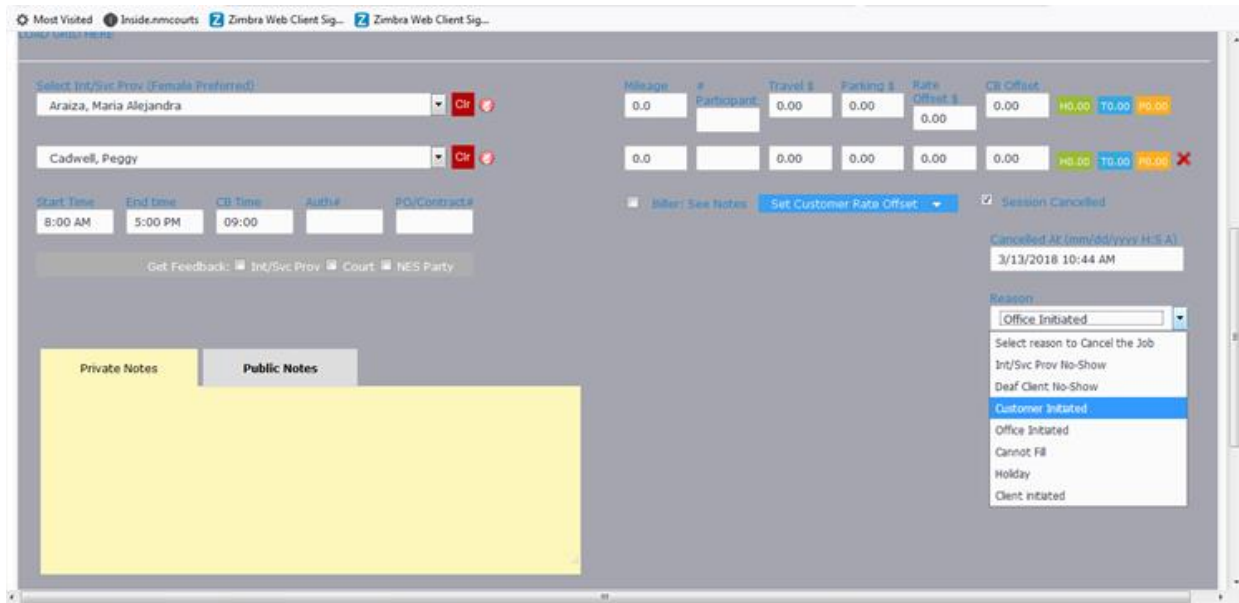
*Location

*Team Interpreter

* Assignment information (case #, location, Judge, Hearing type, Directions, Court Contact Information, Point of Contact at the Court, Directions, Instructions, Billable hours,etc.)



Coordinators are the only ones with the ability to cancel the jobs:



Cancellation of job sent from the system to interpreters and court:

